

THE IPN DISPATCH

IPN Monthly Dispatcher Update

APRIL 2016

10-Codes, Signals, Slang

We would like to remind all dispatchers that IPN does not allow the use of codes or signals. This means that the alert needs to be formatted using clear text or common terminology. This is on every alert. If you do not know what the code means, please do not simply repeat it, hold your alert while you figure it out or leave it out of your text. Remember, if you don't know then nobody else will either. We are proud of the fact that IPN is not regional or even national, subscribers are all over the world and what a code means in your city could be completely different somewhere else.

One recent issue was transport priority. This chart is an example of what the "code" used on the radio might be or the "status" given. The last box is an example of how the IPN dispatcher should word it so that all subscribers will understand.

Coded Status	Medic Status	IPN Terminology in Your Alert
Priority 1	Immediate / Red Patient	Serious or Critical Injury
Priority 2	Delayed / Yellow Patient	Stable Injury – Possibly Serious
Priority 3	Minor / Green Patient	Minor Injury
Priority 4	Black Patient	Deceased Patient or DOA

Traffic "Alerts"

A few months ago we launched the "Traffic Alert" category based on members feeling overwhelmed by Traffic Advisories. The response has been tremendous and all feedback positive. We will continue to use both categories for traffic related events that do not qualify for other categories. Dispatchers are reminded that Traffic Alert is a location based notification. This means only incidents having a substantial impact on a major roadway (Highways & Interstates) can go over this group. Everything else still gets paged to Traffic Advisory.



Kudos and thank you to everyone correctly using this new alert type.

(Photo credit: Colton Krnjak)

IPN Dispatcher of the Month

We are pleased to announce that **ASA084** has been named DOTM!

He has been dispatching for IPN since July 2000 and was previously awarded a challenge coin for excellence in 2010. John hits it out of the park just about every month and is a valued member of our team.

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

In This Issue

- 10 Codes
- Use of IPN Name
- Constructive QA
- Pop Quiz
- Stop Paying for Alerts
- Dispatcher Photos
- Ask QA
- Fire/EMS Humor

Brush Fire: When to Update

Now that winter is over many parts of our coverage area is entering its next season... Brush Fire Season! (AKA Spring-thru-Fall). We want to quickly touch on the basics that have been drilled in to everyone's memory for the past sixteen years. Brush Fire is only used for fires over one acre or greater than one full alarm working. Major Brush is only used for fires over 20 acres or greater than three alarms ordered. If alarms are not used in your area then the acreage rule must be followed.

We usually see extremes when people are updating brush fires. This means they send too many updates or not enough. We don't really need to know that guys are walking in with Indian cans, that the fire has grown to two acres, a road is closed or that mutual aid is covering empty firehouses. There are a bunch of valid reasons to update though. Here are a few:

- Major resource request. This varies from town to town. The "rule of 3" applies. Some examples are the request for a Tanker Task Force, a Forestry Strike Team, an additional alarm or simply 3 more engines to the scene. Resources to cover don't count. These resources must be operating.
- Aircraft requested (If not part of the original assignment). If possible indicate the fill site location.
- Immediate or Urgent request for structural protection. (Consider using a structure fire category if the structure becomes involved).
- Significant fire growth. Smaller fires growing 5 or more acres warrants an update/upgrade. Common sense should be used on larger fires. When in doubt ask for guidance.
- Serious injuries (Long Falls, Major Burns, Medevac, Etc.) and Transport Major Medical Problems to firefighters (Heart Attack, Loss of Consciousness, Etc.)
- Request for an incident management team from a superior agency.
- Daily report on a Major Brush Fire (Thousands of Acres)



Photo Credit: Chuck Lowe

Chapter Stats

We continue to be amazed and impressed by all the quality pages going out to the system. Once again this month the Florida, California and New York have a lock on the top 3 spots. These chapters transmitted 2647, 2108 & 2084 Alerts respectively. While there seems to be a big gap between states, its important to remember that anything can happen from month to month. California dominated the charts most of last year but it seems like Florida has a couple of new dispatchers hitting it hard and keeping them on top.

The dispatchers in Texas have also hit it hard and moved up two positions this month. A great showing there! We are also excited to see New Jersey claiming the 6th Spot for February.

If you want to see you state in the top 10, the best way to do this is referring your friends to the dispatch program. You receive points when they sign up and 5% bonus once they complete their first 6 months. Just make sure that you tell support the name of the person you have referred after they sign up. We will do the rest.

JAN	FEB
FLORIDA	FLORIDA
CALIFORNIA	CALIFORNIA
NEW YORK	NEW YORK
MASS	MASS
PENNSYLVANIA	TEXAS
OHIO	NEW JERSEY
TEXAS	PENNSYLVANIA
ILLINOIS	OHIO
MARYLAND	CONNECTICUT
ONTARIO	ILLINOIS

Minor Hazmat

Over the past few months we have seen a growing number of minor hazmat calls being paged prematurely. Apparently there was a misconception that Hazmat being included on the initial dispatch automatically qualified the call to be sent to IPN. This is incorrect. The response sent by the telecommunications people has no bearing whatsoever on how IPN handles calls. Ask anyone that does this for a living and they will attest that the info given at the time of dispatch is rarely what they find when they arrive. The general public is easily excited. Everything is urgent to them. They embellish to get a faster response.

To clarify, just like just about every other call type we handle, there must be an official on scene and in command. This is usually the fire department. That official must assess the situation and report factual info to the 911 dispatcher. You can disregard most of what came from Mrs Old Lady. The FD officers report is what we go on. The incident commander must indicate that the Hazmat will be needed or that one of the other benchmarks for this category has been met. We don't wing it! We do get the facts and page the call correctly.

One example, of a bad page is below, it is not meant to embarrass anyone and the ID has been changed. It is intended to prove a point.

Chicago, IL | Hazmat | Spill of an unknown liquid in a 7-11 store. Level 1 HazMat. | ILL888 | 10:02

This call was sent before any fire units arrived. The Level 1 was the initial response sent by the CFD dispatch office. Crews arrived and within one minute sent everyone else home. It was extremely minor. Hazmat never even arrived. IPN got to wear egg on its face for the day. Please control the urge to send a page until you are certain it meets the guidelines.



Feed Review

-Memphis, TN

With a population of over 650,000 known for great BBQ, music, and home of the legendary Elvis Presley, Memphis is the one of the largest cities in Tennessee. Besides the historic Graceland and downtown Beale St., Memphis has a variety of events occurring every year that bring a large crowd. Memphis also houses many industrial areas including oil refineries, railroad yards, and manufacturing companies, as well as a large amount of vacant houses, producing a large amount of fires each year. Located on the Mississippi River, water rescues are not uncommon either. Memphis has 57 fire stations protecting the City, and frequently assist Shelby County FD in unincorporated areas near Memphis. With a high poverty rate, Memphis is also a crime ridden city. Memphis was ranked in the top 10 in Forbes with a violent crime rate of 1,583 out of 100,000. Whether you prefer fires or crimes, Memphis has it all.

Memphis has a feed dedicated for the Fire Dispatch/Firegrounds, as well as one for Shelby Sheriff & Memphis Police. Memphis Fire uses the Locution Dispatch system which is not broadcasted over any of the audio feeds, however all addresses for fire are repeated on the main dispatch frequency. Both feeds are very clear and easy to listen to.



Ask not what your IPN Admin Team can do for you; ask what you can do for your Admin Team!



Photo by: Colton Kmjak

| Winnipeg | 1 Alarm Fire | | 38 Matlock Cr | WFD o/s 2 story wood framed house, heavy fire showing from the front crews in defensive | MAN005



© Matthew Tracy 1/5/2015

Ask QA

-Pre Arrival Second Alarm?

I recently saw an IPN Alert go out for a 2nd Alarm called by units still en route. I thought all incidents need to be verified by units on scene. Is it OK to send this kind of alert?

Yes. Occasionally conditions warrant that a 2nd Alarm be called before units arrive. It is an official multiple alarm so it is OK to page. Just be sure you word it so that folks know it was called pre-arrival and note the conditions that necessitated the upgrade. The other consideration is that an update should follow once units get on scene. This update should indicate conditions especially if the call ends up being minor and the 2nd Alarm is cancelled. Its happens. If no multiple alarm is called pre-arrival then you must wait for the arrival and size up report. We make the exception on multiple alarm declarations only because of the massive apparatus movement.

Here is a great example of a call where a 2nd Alarm was called before arrival followed by an update with size up. Nice Job NHA051!

NHA| Peterborough (Hillsborough County)| 2 Alarm Fire| 1 Carley Rd| 2nd Alarm Pre-Arrival per 24-C3; House Fire w/Report of Occ Still inside. Numerous 911s Recd.| NHA051| 07:58

NHA| Peterborough (Hillsborough County)| 2 Alarm Fire| 1 Carley Rd| U/D: 1 Sty House with Heavy Fire Showing per 24-C3. Multiple Towns M/A| NHA051| 08:04

Do you have a question for our QA staff? Send it to support@incidentpage.net

EMS Humor

You might be a Paramedic if...

You prefer babies to be crying and adults to be unconscious

Veins become a new type of weird erotica

You say "en route" over the phone, off duty

Fine dining is anytime youre 'sitting down' to eat anywhere

You have the bladder capacity of 5 people

You can't watch medical TV shows without becoming violent

You have at least 1 'things stuck in a butt' story

You can tell what service is out, based on the siren

You start to hear the tones drop when you're not at work

You find yourself telling people to 'standby' in normal conversation

Contact Us

Remember, we are here for YOU.

We only have a few dispatchers sending us incident photos, we want your input! Please send us your article suggestions, scene photos, input, and feedback. Remember, this is YOUR newsletter!

Newsletter Story &

Photo Submission:

newsletter@incidentpage.net

General Support:

support@incidentpage.net

Dispatcher Admin Office:

1900 Weld Blvd, Suite 105
El Cajon, CA 92020

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EMS Trivia

CLEAR !

In 1956, Paul Zoll used the first alternating current defibrillator on a patient with syncope, who was co-owner of Electrodyne, a small medical device firm

The AC defibrillator was used successfully between 1956 and 1961. In 1960, Bernard Lown introduced the first direct current (DC) defibrillator. The Lown waveform was the standard for defibrillation until the change to biphasic defibrillation which started in the late 1980s.